

DEPARTMENT OF MEDICAL ASSISTANCE SERVICES EMPLOYMENT OPPORTUNITY

This Agency is charged with ensuring proper **MEDICAID** services to qualified recipients. Please visit our website and the Commonwealth of Virginia's website referenced below for additional information and qualifications.

APPEALS OPERATIONS LEAD

Role Title: Program Administration Specialist II

Position # 00614

Pay Band 5, Level I, Hiring Range: \$42,614 - \$60,000

Closing Date: December 21, 2015

Appeals Division seeks highly self-motivated individual to lead the Operational Support team processing daily responsibilities essential to the operations of the Appeals Division programs and service delivery, including: handling of incoming/outgoing mail, scheduling appeal hearings, and communicating with stakeholders. This position is responsible for building and maintaining high team performance and customer service, as well as coordinating resources, compiling reports, and interpreting, analyzing, and developing policies and procedures regarding operational support activities. Applicants must have demonstrated ability to develop and lead a high-performing team. Requires knowledge of operational support activities and related administrative processes. Must have demonstrated ability to handle multiple responsibilities and coordinate diverse program and administrative functions. Must possess complex problem solving skills in supervising people, processes, and quality control of operational support programs. Must be proficient using technology including office productivity tools such as word processing, spreadsheet, and presentation software. Experience using MS Visio is a plus. Requires excellent communications skills with demonstrated ability to communicate effectively, both orally and in writing, and the proven ability to establish and maintain strong collaborative working relationships with team members at all levels of the organization. Knowledge of Medicaid and other public assistance programs, health care laws, and health care needs of the individuals with disabilities, preferred. Knowledge of administrative law and appeals procedures, preferred. Degree from an accredited college or university with an emphasis in business, administration, management, program planning preferred and/or experience supporting a large agency division or team, or the equivalent combination of education and experience.

ONLINE STATE APPLICATION REQUIRED

Resumes will not substitute for state applications. DMAS will only accept online applications submitted through the RMS by 11:59 p.m. on the referenced closing date. Faxed, emailed, or hand delivered applications or resumes will not be accepted and resumes will not substitute for a complete state application. Applications must include complete work history, including periods of unemployment if applicable. Consideration for an interview is based solely on the information within the application.

Receptionist: 804-786-5408, TDD 800-343-0634

Web Sites for Vacancy Listings

RMS: <http://jobs.agencies.virginia.gov/applicants/Central?search=602>

DMAS: http://www.dmas.virginia.gov/Content_pgs/ab-emp.aspx

Applicants who require accommodation to apply for Agency openings should contact the DMAS receptionist for assistance.

EEO/AA/ADA

